


















Performance Report Card
Workforce Solutions Department
Fiscal Year 2009, 4th Quarter

Performance Overview: This is Workforce Solutions Department's second year reporting on key quarterly performance measures. The department's new measures align with the department's goals and stem from required federal performance measures. Further work is needed in the Workforce Transition Services Program to incorporate goals for other key programs, such as At-Risk Youth and Veteran Programs, and performance measures for Local Workforce Development Boards.

Workforce Transition Services Program		Budget: \$19,558.3	FTE: 348.5	FY08 Actual	FY09 Target	Q2	Q3	Q4	FY09 Annual	Rating
1	Total number of individuals receiving services through the public workforce system			13,340	8,800	3,299	5,838	8,906	8,906	
2	Percent of adult participants receiving services through the public workforce system who are employed in the first quarter after the exit quarter*			86%	83%	83%	86%	85%	85%	
3	Percent of dislocated workers receiving workforce development services who have entered employment within one quarter of leaving the program*			84%	86%	83%	88%	88%	88%	
4	Percent of youth participants who are in employment or enrolled in post-secondary education and/or advanced training in the first quarter after the exit quarter*			71%	71%	61%	64%	66%	66%	
5	Percent of adult Workforce Investment Act participants employed in both the second and third quarter following the exit quarter*			90%	72%	88%	90%	92%	92%	
6	Percent of Workforce Investment Act dislocated worker participants employed in the third quarter following the exit quarter*			92.9%	75%	91.5%	92%	93%	93%	
7	Percent of eligible unemployment insurance claims that will be issued a determination within twenty-one days from the date of claim*			N/A	87%	89%	86%	80%	80%	
8	Average unemployment insurance call center wait time to reach an agent, in minutes*			N/A	<5	33	24	20	20	
9	Number of persons served by the labor market services program			N/A	150,000	62,639	99,348	134,881	134,881	
Program Rating										




Comments: The American Recovery and Reinvestment Act (ARRA) 2009 included \$11.8 million in Workforce Investment Act (WIA) funding and \$3.2 million in unemployment insurance (UI) employment services. WSD noted a large percentage of youth participants receiving workforce development services are 14 to 18 years of age (#4). The youth are increasing their basic skill level and are not exiting the system with a job. The UI Program has been challenged by the economic downturn with a significant increase in workload (#7 and #8). A comparison of the second week of June 2008 to June 2009 showed the following: claims increased from 998 in 2008 to 3,063 in 2009, calls increased from 2,899 in 2008 to 11,556 in 2009 and certifications increased from 12,779 in 2008 to 37,579. New management is implementing a number of new initiatives, including an interactive voice response system, re-employment customer service process, monitoring productivity of the customer service representatives, customer surveys and a study on call center efficiency. The UI call center has extended its hours, including weekends, and added 28 temp positions.

Labor Relations Program		Budget: \$3,857.6	FTE: 43.0	FY08 Actual	FY09 Target	Q2	Q3	Q4	FY09 Annual	Rating
10	Number of backlogged human rights commission hearings pending each quarter*			0	<5	0	0	0	0	
11	Percent of wage claims investigated and resolved within one hundred twenty days*			96%	95%	99%	98%	100%	100%	
12	Number of targeted public works inspections completed*			1,881	1,775	899	1,426	1,915	1,915	
13	Percent of discrimination cases settled through alternative dispute resolution			72%	78%	58%	57%	59%	59%	
Program Rating										

Comments: Mediation is a voluntary process and the employer and employee may not be willing to participate in the process (#13). WSD has implemented a new screening process for selecting cases for mediation and offering alternative dispute resolution.

Business Services Program		Budget: \$3,550.5	FTE: 39.0	FY08 Actual	FY09 Target	Q2	Q3	Q4	FY09 Annual	Rating
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14	Percent of employers sampled reporting customer satisfaction*	N/A	84%	89%	96%	98%	98%	
15	Number of personal contacts made by field office personnel with New Mexico businesses to inform them of available services or provide actual services*	N/A	20,000	50,424	77,502	104,033	104,033	
Program Rating		N/A						
Comments: The performance measure on contacts with NM businesses (#15) captures services provided to employers. WSD reported a large percentage of services provided are captured in the "referred qualified applicants" and "reviewed resumes and referred eligible individuals" category, which are considered job referrals. Of the 104,033 FY09 actual, 76,275 belong to the job referral category. In FY10, WSD reported the job referral category will not be counted as part of this performance measure due to these not being available services or services provided to businesses. Also, personal contact is defined as any contact that is made with a business, including e-mail, telephone and face-to-face contact.								

*Denotes House Bill 2 measure

Note: Measures are an average of the prior four quarters in alignment with federal reporting standards. The FY09 annual number also reflects an average of the prior four quarters.